

We Claim:

1. A method for assessing the quality of service of telephone calls on a trunk in a telecommunications system, comprising:

identifying telephone call sequences including a plurality of telephone calls placed on the trunk occurring at different times during a sample time period, each of the telephone calls in the sequence having the same originating telephone number and the same destination telephone number, each of the telephone calls in the sequence having a start time and a stop time and an elapsed time between the stop time of a telephone call and the start time of the next telephone call in a sequence, the elapsed time being less than a predetermined amount;

counting the number of identified telephone call sequences;

identifying unanswered reattempted telephone calls including telephone calls placed on the trunk occurring at different times during the sample time period, each of the telephone calls having the same originating telephone number and the same destination telephone number and placed in a sequence wherein the telephone call placed from the originating telephone number is not answered at the destination number;

counting the number of identified unanswered reattempted telephone calls; and

forming a ratio between the number of identified unanswered reattempted telephone calls to the number of identified telephone call sequences, such that the ratio provides a measure of the quality of service of telephone calls on the trunk.

2. The method of claim 1 and further including:

identifying answered reattempted telephone calls including telephone calls placed on the trunk occurring at different times during the sample time period, each of the telephone calls having the same originating telephone number and the same destination telephone number and placed in a sequence wherein the telephone call placed from the originating telephone number is answered at the destination number;

counting the number of identified answered reattempted telephone calls; and

forming a ratio between the number of identified answered reattempted telephone calls to the number of identified telephone call sequences, such that the ratio provides a measure of the quality of service of telephone calls on the trunk.

3. The method of claim 1 wherein the sample period occurs in realtime.

4. The method of claim 3 wherein the ratio is formed after a predetermined number of identified telephone call sequences have been counted.

5. The method of claim 3 wherein corrective action is taken in realtime based upon the value of the ratio.